

Interview with Harrison Nguyen

Business Development Manager at Realtime Business Solutions (RBS)

MI - With breakthroughs in artificial intelligence (AI), digital twin technologies, Big Data, IoT, autonomous agents and other advanced technologies, within the topic of digital transformation, where do you see the biggest opportunities for ports and terminal operators within the next 2-3 years?

HN - Over the next few years, the biggest opportunity is not simply adopting new technologies, but using them to drive measurable operational performance.

Many terminals already generate vast amounts of data through their TOS, equipment systems and sensors. The real value now lies in connecting and using that data and applying AI-driven analytics to improve real-time decision-making - from berth planning and yard optimisation to equipment utilisation and labour deployment.



**PORT
PERFORMANCE**

Insights



The real value now lies in connecting and using that data and applying AI-driven analytics to improve real-time decision-making.

Harrison Nguyen

Business Development
Manager at RBS



Interview with Harrison Nguyen

Business Development Manager at Realtime Business Solutions (RBS)

MI - With breakthroughs in artificial intelligence (AI), digital twin technologies, Big Data, IoT, autonomous agents and other advanced technologies, within the topic of digital transformation, where do you see the biggest opportunities for ports and terminal operators within the next 2-3 years?

HN - Digital twins will also play a more practical role, enabling operators to test operational scenarios, manage peak volumes and assess capacity strategies before committing resources. In a volatile market, this ability to simulate and adapt quickly is increasingly valuable.

Ultimately, the next phase of digital transformation is about moving from visibility to optimization, using AI and advanced analytics to enhance productivity, improve service reliability and maximise asset performance without necessarily expanding physical infrastructure. Overall, digital transformation in the next few years will be less about futuristic concepts and more about practical, measurable operational gains.



The real value now lies in connecting and using that data and applying AI-driven analytics to improve real-time decision-making.

Harrison Nguyen
Business Development
Manager at RBS



Interview with Harrison Nguyen

Business Development Manager at Realtime Business Solutions (RBS)

MI - What are the primary contributing factors that will continue to drive technology adoption within the global port sector?

HN - Several structural factors will continue to accelerate technology adoption across the global port sector.

First, increasing vessel sizes and volumes are placing greater pressure on berth productivity, yard capacity and landside coordination. Operators must extract more performance from existing infrastructure, which requires better data, smarter planning and real-time optimisation.

Second, labour constraints and rising operating costs are driving the need for automation, decision-support tools and AI-enabled efficiency improvements. Technology is becoming essential to maintaining service levels while controlling costs.



**PORT
PERFORMANCE**

Insights



The real value now lies in connecting and using that data and applying AI-driven analytics to improve real-time decision-making.

Harrison Nguyen
Business Development
Manager at RBS



Interview with Harrison Nguyen

Business Development Manager at Realtime Business Solutions (RBS)

MI - What are the primary contributing factors that will continue to drive technology adoption within the global port sector?

HN - Third, growing demands for transparency and performance accountability, from shipping lines, cargo owners and regulators, are pushing terminals toward more advanced analytics and reporting capabilities.

Finally, sustainability targets are becoming a significant driver. Optimising equipment usage, reducing congestion and improving energy efficiency all rely on better operational intelligence.

In short, technology adoption is no longer optional. It is becoming fundamental to competitiveness, resilience and long-term sustainability in the port sector.



**PORT
PERFORMANCE**

Insights



The real value now lies in connecting and using that data and applying AI-driven analytics to improve real-time decision-making.

Harrison Nguyen

Business Development
Manager at RBS



Interview with Harrison Nguyen Business Development Manager at Realtime Business Solutions (RBS)

MI - In your opinion, what are the main technological trends in the global port sector that will become front-burner issues for ports and terminal operators in the next 1-2 years?

HN - One of the most visible trends is the rise of digital twins. However, the next phase will move beyond visualisation. Ports and terminals will increasingly demand digital twins that deliver tangible operational benefits, such as capacity forecasting and real-time decision support, rather than simply providing a 3D view of the yard.



PORT
PERFORMANCE

Insights



The real value now lies in connecting and using that data and applying AI-driven analytics to improve real-time decision-making.

Harrison Nguyen

Business Development
Manager at RBS



Interview with Harrison Nguyen

Business Development Manager at Realtime Business Solutions (RBS)

MI - In your opinion, what are the main technological trends in the global port sector that will become front-burner issues for ports and terminal operators in the next 1-2 years?

HN - AI-driven optimisation will also become a front-burner issue. Operators are looking for practical applications that improve berth productivity, yard density management and equipment deployment in live environments. The focus is shifting from experimentation to measurable performance outcomes. In parallel, predictive analytics and real-time performance monitoring will gain urgency. With ongoing schedule volatility and landside congestion pressures, terminals need tools that help them anticipate bottlenecks before they occur.

Therefore, the key trend is a shift from digital visibility to operational intelligence - technology that directly enhances productivity, resilience and asset utilisation.



**PORT
PERFORMANCE**

Insights



The real value now lies in connecting and using that data and applying AI-driven analytics to improve real-time decision-making.

Harrison Nguyen

Business Development
Manager at RBS



Interview with Harrison Nguyen

Business Development Manager at Realtime Business Solutions (RBS)

MI - Can you tell us a little about your company's most recent success stories? What were your customer's key challenges, and how did your solutions help them?

HN - One of our most impactful recent projects was with Klaipėdos Smeltė Container Terminal in Lithuania. Smeltė faced common industry challenges: long manual planning times, uneven crane workloads, unpredictable yard flows and constraints on planner capacity. To address these challenges, we deployed our next-generation Automatic Vessel Planning (AVP) module as part of RBS TOPS Expert, an AI-driven planning engine that reimagines vessel stowage and work sequencing.



PORT
PERFORMANCE
Insights



The real value now lies in connecting and using that data and applying AI-driven analytics to improve real-time decision-making.

Harrison Nguyen

Business Development
Manager at RBS



Interview with Harrison Nguyen Business Development Manager at Realtime Business Solutions (RBS)

MI - Can you tell us a little about your company's most recent success stories? What were your customer's key challenges, and how did your solutions help them?

HN - The results were transformative. For vessels with over 3,000 containers, planning time dropped from around 10+ hours to just 20 seconds, with planners now able to validate and finalise plans in minutes rather than hours. Workforce efficiency more than doubled, allowing one planner to manage multiple vessels and focus on optimisation rather than manual construction of plans. Early operational metrics already show improved crane productivity, reduced re-handles, shorter berth times and smoother yard execution.

This success illustrates how targeted, intelligent automation and technology backed by real-time operational data can deliver measurable performance gains, reduce reliance on manual effort, and future-proof terminal operations in a competitive market.



PORT
PERFORMANCE
Insights



The real value now lies in connecting and using that data and applying AI-driven analytics to improve real-time decision-making.

Harrison Nguyen
Business Development
Manager at RBS



Interview with Harrison Nguyen

Business Development Manager at Realtime Business Solutions (RBS)

MI - What are your recommendations for a port or terminal operator looking to take that leap towards a more digitalized operation?

HN - The first step is to focus on outcomes, not technology. Digitalisation should be driven by clear operational objectives - whether that's improving berth productivity, reducing truck turnaround times, increasing yard capacity or enhancing service reliability.

Another focus should be building on existing systems. Most terminals already have valuable data within their TOS and operational platforms. The priority should be integrating and leveraging that data through analytics and decision-support tools, rather than pursuing standalone solutions. Also adopt a phased approach. Start with high-impact areas such as vessel planning, yard optimisation or performance visibility, where measurable gains can be demonstrated quickly. Early wins help build internal confidence and momentum. Terminals should also ensure digital tools are embedded into daily operations. Technology delivers value only when it supports planners, operators and managers in real-time decision-making.



**PORT
PERFORMANCE**
Insights



The real value now lies in connecting and using that data and applying AI-driven analytics to improve real-time decision-making.

Harrison Nguyen

Business Development
Manager at RBS



Interview with Harrison Nguyen

Business Development Manager at Realtime Business Solutions (RBS)

MI - What are your recommendations for a port or terminal operator looking to take that leap towards a more digitalized operation?

HN - Digital transformation is not a one-time project - it's an operational evolution. The most successful terminals treat it as a continuous journey toward smarter, more resilient and performance-driven operations.

As global supply chains continue to evolve, ports and terminals are under increasing pressure to deliver greater efficiency, resilience and transparency. The next phase of digital transformation will be defined not by technology adoption alone, but by the ability to convert data into actionable operational intelligence. Those who successfully embed AI-driven optimisation and practical digital tools into everyday decision-making will be best positioned to remain competitive in an increasingly complex and performance-focused industry.



**PORT
PERFORMANCE**
Insights



The real value now lies in connecting and using that data and applying AI-driven analytics to improve real-time decision-making.

Harrison Nguyen
Business Development
Manager at RBS





PORT PERFORMANCE MARKET INTELLIGENCE

Hub de Conteúdo

- ▶ **Port Performance Market Intelligence** é um Hub de Conteúdo, focado em inovação, tecnologia, automação e digitalização para portos e terminais. Esses conteúdos serão disponibilizados de forma contínua (365 dias por ano), através do site do Port Performance Summit Brasil (www.portperformancesummit.com.br), e todos esses conteúdos poderão ser baixados de forma 100% gratuita.
- ▶ O **Port Performance Market Intelligence** é onde os portos e terminais poderão conhecer com maior profundidade as informações atualizadas sobre as mais importantes soluções tecnológicas disponíveis no mercado, bem como as suas principais aplicações no setor portuário visando a melhoria de produtividade, eficiência, segurança, sustentabilidade e competitividade.
- ▶ Os conteúdos disponíveis no **Port Performance Market Intelligence** agregarão e proporcionarão conhecimento em todas as etapas da jornada da adoção de tecnologia dos tomadores de decisão do setor portuário no Brasil.

OBRIGADO!

- ▶ MICHAEL FINE
- ▶ DIRETOR
- ▶ CEL/WHATSAPP: +55 11 99332-3244
- ▶ EMAIL: fine@doubledown.com.br
- ▶ LinkedIn: [linkedin.com/in/michaelfine55](https://www.linkedin.com/in/michaelfine55)



TODOS EM PROL DO AVANÇO DO SETOR PORTUÁRIO!

